



HIPAA (Health Insurance Portability and Accountability Act) Project

# Quick Reference Card

For Providers Who Send Electronic Claims to Medicaid

## GETTING STARTED

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### HIPAA's THREE-step Checklist:

**1** Complete the **ACS EDI enrollment packet**. Or call **1-800-833-2051** to have the enrollment packet sent to you.

Web Site: Go to URL, select **Medicaid** then **Washington State** <http://www.acs-gcro.com/>

**2** Obtain an **ACS EDI submitter number from ACS** if you plan to send claims directly to Medicaid rather than through a clearinghouse or billing agent. Receive testing instructions from ACS.

**3** Contact your clearinghouse or billing agent if you have one. Tell them to test **YOUR** claims through the Medicaid System

- If you **returned your packet** to Affiliated Computer Services (ACS) and have been waiting more than a month for registration information, please e-mail ACS enrollment at [washington.edi@acs-inc.com](mailto:washington.edi@acs-inc.com) with your provider number to help them track information.
- **Enroll as a Washington Medicaid Provider:**
  - Contact Washington Provider Enrollment at 1-866-545-0544

## TESTING

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- **Claims testing x-12 (non-drug):**
  - Call our clearinghouse vendor (ACS) at 1-850-558-1638
- **Pharmacy POS:** To test POS, pharmacies should first contact the ACS Prescription Benefits Management (PBM) Provider Relations Department at:
  - **1-800-365-4944**
  - or, by e-mail at [provider.relations@acs-inc.com](mailto:provider.relations@acs-inc.com)
  - **Pharmacy help** is available from: Randy Stamp ([randy.stamp@acs-inc.com](mailto:randy.stamp@acs-inc.com))

*continued...more on*  
*PRODUCTION / GUIDES & REFERENCES /*  
*SUPPORT / TRANSACTIONS /*  
*HEALTH CARE CLAIMS / CODE SETS /*  
*LOCAL CODE/PROCESSED CODE / CROSSWALK*

## PRODUCTION

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- **Shift your status from "test" to "production" on MAA's Web site.**  
Medicaid needs to know that you are ready to send HIPAA compliant X12N 837 transactions. Until you notify us we will assume you are still testing. You may need to coordinate this communication with your clearinghouse, billing agent or software vendor.
  - <http://maa.dshs.wa.gov/dshshipaa>

## GUIDES & REFERENCES

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- **Implementation Guides** (data requirements):
  - <http://www.wpc-edi.com/hipaa/hipaacombguides.asp>
- **Companion Guides** (Washington State Medicaid-specific business rules, edits and data clarification):
  - [http://www.acs-gcro.com/Medicaid\\_Accounts/Washington\\_State\\_Medicaid/Companion\\_Guides/companion\\_guides.htm](http://www.acs-gcro.com/Medicaid_Accounts/Washington_State_Medicaid/Companion_Guides/companion_guides.htm)
- **Billing Instructions/Fee Schedules:** <http://maa.dshs.wa.gov/RBRVS/rbrvs.htm>
- **Contingency Plan:** Chris Johnson 360-725-1239
- **HIPAA Implementation & Cutover Information:** <http://maa.dshs.wa.gov/dshshipaa>
- **Health Care Claim Professional Addenda:** <http://www.wpc-edi.com/>
  - When you get into this site, click on "HIPAA", scroll down near bottom of page where "**Addenda Available**" appears and "click here" -- the addenda are listed and can be downloaded.

## SUPPORT

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- **MAA Web site:** <http://maa.dshs.wa.gov/dshshipaa>
- **ACS Web site:** go to URL <http://www.acs-gcro.com/>, select **Medicaid** then **Washington State**
- **Software:** DI Technical Support –WINASAP03, Web Portal, other electronic claim submission software, contact: **1-800-833-2057**
- **Pharmacy HELP:**  
ACS Prescription Benefits Management (PBM)  
Provider Relations Department at: **1-800-365-4944**  
or [provider.relations@acs-inc.com](mailto:provider.relations@acs-inc.com)
- **Pharmacy Payment and Recipient Inquires:** 1-800-562-6188  
**Extra POS help?** Contact Randy Stamp ([randy.stamp@acs-inc.com](mailto:randy.stamp@acs-inc.com))
- **HIPAA bulletins** for providers--send your email address to: [stevejh2@dshs.wa.gov](mailto:stevejh2@dshs.wa.gov)

- **Call Provider Relations for MAA billing questions:** 1-800-562-6188
  - Eligibility and Claim Status

- General HIPAA questions: [HIPAAcommunications@dshs.wa.gov](mailto:HIPAAcommunications@dshs.wa.gov)

Chris Johnson	HIPAA Contingency Planning	360-725-1239	
Paul Price	HIPAA Provider Testing	360-725-1256	
Kathy Wyer	HIPAA Communications Manager	360-725-2129	<a href="mailto:wyerka@dshs.wa.gov">wyerka@dshs.wa.gov</a>
Jim Stevenson	MAA Communications Director	360-725-1915	<a href="mailto:stevejh2@dshs.wa.gov">stevejh2@dshs.wa.gov</a>

## TRANSACTIONS

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### The 8 Standards for Electronic Transactions are:

- Health Claims (837)
- Enrollment and Dis-enrollment in a Health Plan (834)
- Eligibility for a Health Plan (270/271)
- Remittance Advice (835)
- Health Plan Premium Payments (820)
- Retail Pharmacy Claims (NCPDP)
- Health Claim Status (276/277)
- Prior Authorization (278)

## HEALTH CARE CLAIMS

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- **Electronic RA (835) scheduled for 01/2004** now called the **837 Health Care Claim**
  - 837 P (Professional) [replaces J, P, L, and O claim types]
  - 837 I (Institutional) [replaces M, R, S, V, W claim types]
  - 837 D (Dental) [replaces K claim types]

## CODE SETS

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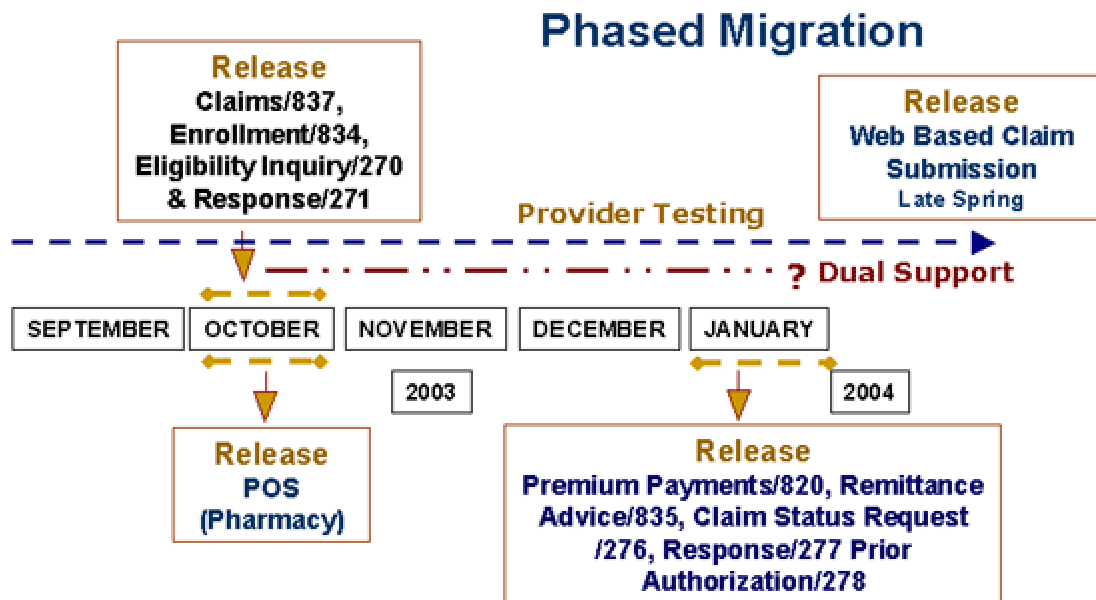
- ICD-9 = Instructional Classification of Diseases, Ninth Revision
- CPT = Current Procedural Terminology
- HCPCS = Healthcare Common Procedure Coding System
- CDT-4 = Current Dental Terminology, Fourth Edition
- NDC = National Drug Code

## LOCAL CODE/PROCESSED CODE/CROSSWALK

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- **No local codes may be used on claims with a date of service after 10/15/2003**
- **New and Old Codes** are listed in individual program-specific areas of the Billing Instructions at <http://maa.dshs.wa.gov/RBRVS/rbrvs.htm>

# Implementation Strategy



## ACS ROLES & RESPONSIBILITIES: TECHNICAL ASSISTANCE

- **Contact ACS for:**
  - All Enrollment Issues/Packets
  - All EDI Gateway Clearinghouse questions
  - EDIFECs (3rd Party certification) testing
  - All Testing assistance
  - WINASAP
  - Download Assistance at ACS website
  - Technical Assistance for rejected claims
- **ACS WEB site:** Go to URL, select **Medicaid** then **Washington State**  
<http://www.acs-gcro.com/>
- **Call ACS at: 1-800-365-4944**